

AMENDMENTS TO THE CLAIMS:

This listing of claims will replace all prior versions and listings of claims in the application:

1 - 6. (Canceled)

7. (Currently Amended) A method for executing an interaction flow model as recited in Claim [[6]] 9, wherein the receiving the event is by way of at least one of a distributed information service, a user interface, and an application interface.

8. (Currently Amended) A method for executing an interaction flow model as recited in Claim [[6]] 9, wherein the categorizing is configured to generate a set of categories for previously handled events.

9. (Currently Amended) A method for executing an interaction flow model, comprising:
receiving an event;
categorizing the received event;
identifying a situation that matches the categorized received event; and
executing one or more tasks for the situation, the execution of the one or more tasks including interpretation of a business domain model to generate a recommendation for a business action,

~~A method for executing an interaction flow model as recited in Claim 6, wherein~~
the executing one or more tasks for the situation includes:

invoking one of an optimization engine, an inference engine, and a constraint satisfaction engine to interpret the business domain model, the business domain model including one of a rule base model, an optimization model, and a constraint model;

wherein the interpretation of the business domain model includes at least one of an infer action, a search with constraints action, an interact action, an optimize action, and a decide action[[.]]; and

identifying a follow-up situation that considers any feedback provided by a consumer of the generated recommendation.

10. (Original) A method for executing an interaction flow model as recited in Claim 9, wherein the interpretation of the rule base model includes executing the inference engine to act upon the rule base model and produce a number of constraints.

11. (Original) A method for executing an interaction flow model as recited in Claim 10, wherein the number of constraints are communicated to the constraint satisfaction engine, the constraint satisfaction engine being configured to search for a set of objects that match the number of constraints as well as constraints of the constraint model.

12. (Original) A method for executing an interaction flow model as recited in Claim 11, wherein the set of objects are communicated to the optimization engine,

the optimization engine communicating with the optimization model so as to produce an optimized object that is recorded, the recording of the optimized object being indicative of the handling of the identified situation.

13 - 36. (Canceled)

37. (Currently Amended) A computer-readable medium having program instructions for executing an interaction flow model as recited in Claim [[36]] 39, wherein receiving the event is by way of at least one of a distributed information service, a user interface, and an application interface.

38. (Currently Amended) A computer-readable medium having program instructions for executing an interaction flow model as recited in Claim [[36]] 39, wherein the categorizing is configured to generate a set of categories for previously handled events.

39. (Currently Amended) A computer-readable medium having program instructions for executing an interaction flow model, comprising:
program instructions for receiving an event;
program instructions for categorizing the received event;
program instructions for identifying a situation that matches the categorized received event;

program instructions for executing one or more tasks for the situation, the execution of the one or more tasks including interpretation of a business domain model to generate a recommendation for a business action

~~A computer-readable medium having program instructions for executing an interaction flow model as recited in Claim 36,~~ wherein the program instructions for executing one or more tasks for the situation includes:

program instructions for invoking one of an optimization engine, an inference engine, and a constraint satisfaction engine to interpret the business domain model, the business domain model including one of a rule base model, an optimization model, and a constraint model;

wherein the interpretation of the business domain model includes at least one of an infer action, a search with constraints action, an interact action, an optimize action, and a decide action[[.]]; and

program instructions for identifying a follow-up situation that considers any feedback provided by a consumer of the generated recommendation.

40. (Previously Presented) A computer-readable medium having program instructions for executing an interaction flow model as recited in Claim 39, wherein the interpretation of the rule base model includes executing the inference engine to act upon the rule base model and produce a number of constraints.

41. (Previously Presented) A computer-readable medium having program instructions for executing an interaction flow model as recited in Claim 40, wherein the

number of constraints are communicated to the constraint satisfaction engine, the constraint satisfaction engine being configured to search for a set of objects that match the number of constraints as well as constraints of the constraint model.

42. (Currently Amended) A method for executing an interaction flow model as recited in Claim [[6]] 9, wherein the received event includes at least one of a business transaction and a previously identified situation.

43. (Currently Amended) A method for executing an interaction flow model as recited in Claim [[6]] 9, wherein the business action recommendation includes a recommendation to a customer to obtain at least one of a product, a service, and information.

44. (Currently Amended) A method for executing an interaction flow model as recited in Claim [[6]] 9, wherein identifying the situation includes using a context description corresponding to event concepts required for the situation to occur.

45. (Currently Amended) A method for executing an interaction flow model as recited in Claim [[6]] 9, wherein the situation that matches the categorized received event is non-deterministically identified.

46. (Previously Presented) A method for executing an interaction flow model as recited in Claim 7, wherein the distributed information service receives events via an architected contract.

47. (Previously Presented) A method for executing an interaction flow model as recited in Claim 9, wherein the decide action is a branch in the interaction flow model.

48. (Currently Amended) An apparatus having a processor and a memory containing programs for executing an interaction flow model, which, when executed using the processor, perform steps comprising:

receiving an event;

categorizing the received event;

identifying a situation that matches the categorized received event; [[and]]

executing one or more tasks for the situation, the execution of the one or more tasks including interpretation of a business domain model to generate a recommendation for a business action,

wherein the executing one or more tasks for the situation includes:

invoking one of an optimization engine, an inference engine, and a constraint satisfaction engine to interpret the business domain model, the business domain model including one of a rule base model, an optimization model, and a constraint model;

wherein the interpretation of the business domain model includes at least one of an infer action, a search with constraints action, an interact action, an optimize action, and a decide action; and

~~wherein~~ identifying a follow-up situation that considers any feedback provided by a consumer of the generated recommendation.